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July 2, 2001

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

VIA COURIER

Magalie Roman Salas
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Suite 6-A207
Washington, DC 20554

**Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech
Services for Individuals with Hearing and Speech Disabilities, CC Docket No. 98-67, ✓
Report and Order and Further Notice of Proposed Rulemaking. Released March 6,
2000.**

Dear Ms. Salas:

This letter responds to the above-referenced Commission's Report and Order and Section 64.604 (c)(1). SBC encloses the following items for filing:

- 1) an original and four copies of SBC's TRS complaint log reporting on behalf of SBC's Arkansas TRS Relay center (Attachment 1); and
- 2) an original and four copies of SBC's TRS complaint log reporting on behalf of SBC's Kansas Relay Center (Attachment 2); and
- 3) an original and four copies of SBC's TRS complaint log reporting on behalf of SBC's Michigan's Relay Center (Attachment 3).

Additionally, enclosed is one additional copy of each referenced complaint log that we would appreciate having file-stamped.

No. of Copies rec'd _____
List ABCDE _____

044

If you have any questions related to the contact information provided above, please call me.

Sincerely,

A handwritten signature in black ink that reads "Martha S. Rocha". The script is cursive and fluid.

Martha S. Rocha
SBC Telecommunications, Inc.
Associate Director – Federal Regulatory

cc: Ms. Jenifer Simpson (paper copy and disk version attachments)
Federal Communications Commission
Disabilities Rights Office

Attachment 1
Complaint Log to FCC for Arkansas Relay Service
Reporting Period June 29, 2000 - May 31, 2001

	DATE RECEIVED	NATURE OF CONCERN	DATE RESOLVED	RESOLUTION
1.)	8/2/00	Customer complained about Long Distance Carrier of Choice. Prefers MCI as his/her Carrier of Choice, and also wants profile to reflect always answer by voice.	08/02/00	Supervisor referred her to the Southwestern Bell Business Office regarding the actual bill she received and apologized for any billing errors. Supervisor updated customer's profile to reflect her wishes accurately.
2.)	10/29/00	Customer said she called on 10/28 and used the word "nigger", and the Communication Assistant (CA) told her she would not say that word and bitched at her. CA also told her it was inappropriate, and used by ignorant people. CA then typed SKSK and hung up on her.	10/29/00 11/9/00	Supervisor apologized for the CA's behavior and reported it to the CA's manager. The CA was talked to by her manager and reiterated policy that TRS calls are controlled by customers, not CAs and TRS only relays information without editing.
3.)	11/29/00	Customer is VCO user and said she's not satisfied with how relay handled answering machine calls. Said she didn't want CA to type the answering machine message, but just let her know when to start speaking, so CA typed "VCO on GA." That was confusing to her, she just wanted the CA to type "beep". She was going to talk with the ADHITS board to try to get it changed.	11/29/00	Supervisor apologized for the confusion and suggested she tell CAs she wants them to type "beep" when it is time to leave a message on the answering machine. The customer did not feel she should have to do that. The customer indicated she would contact the ADHITS Board about this issue.
4.)	4/9/01	Customer complained "I don't like one of your CAs. He makes bad spelling and didn't do what I asked for." The relieving CA placed a call, and the customer asked what she meant by "km." The CA had not typed "km" during any of conversation.	4/9/01	Supervisor apologized to customer for the trouble with call. Supervisor also thinks customer may have been getting garbled messages occasionally and misinterpreted it as a CA misspelling words.
5.)	5/14/01	Customer complained she could not get into relay. Everytime she tried	5/14/01	Supervisor apologized for any problems she may be having and offered to check

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		it just rang and rang but no answer.		to see if there were any cable cuts.
				There weren't any current service problems. Checked with manager and she advised to make test calls.
				The test calls were made, and had no problem getting into center. Supervisor advised customer that she would get a call back after test calls were made to let her know what was found. Customer was satisfied with report.

Attachment 2
Complaint Log to FCC for Kansas Relay Center
Reporting Period, June 29, 2000 - May 31, 2001

	DATE RECEIVED	NATURE OF CONCERN	DATE RESOLVED	RESOLUTION
1.)	9/12/00	Customer angry because s/he asked for 800 Directory Assistance, but Communication Assistant (CA) called local Directory Assistance instead.	09/12/00	Apologized to customer that CA was not aware there was an 800 # Directory Assistance. The Operator was then educated about it.
2.)	9/18/00	Customer complained that his phone rings and when he answers a call is never connected.	9/18/00	Apologized to customer about calls from relay coming into his home. Floor supervisor said she would pass this information to the management team. Management team reviewed relay procedures during CA observations.
3.)	10/12/00	Customer said he was making a local call and CA did not put it thru but hung up on him.	10/12/00	Supervisor apologized for inconvenience. Asked if s/he wanted a call back from a manager, they said no. Problem was traced to a problem in the switch, which was fixed.
4.)	11/1/00	Customer said Sunday night he received 3 phone calls and none of them connected. Said his niece tried to call him 3 times and CA said no one answered.	11/1/00	Supervisor apologized, suggested he get CA #'s from those calling him and that we would pass on to the Manager responsible for customer contacts.
			11/10/00	Manager called customer, who said he had new equipment. A phone technician had come to his home, and found it was not hooked up correctly.
5.)	11/2/00	Customer complained the way CAs are handling VCO calls. He says he answers voice first then TDD and never gets a response.	11/2/00	Supervisor forwarded complaint to the manager responsible for customer contacts. See 11/10/00 Resolution above.

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6.)	11/10/00	Customer said s/he called in and CA never responded.	11/10/00	Supervisor apologized for the trouble. Supervisor spoke with the CA who had turned in a trouble report stating s/he could not connect with the TTY. The equipment went to ASCII 4 times. Technician looked at the computer and could not find a problem.
7.)	12/30/00	Customer complained that his doctor tried to call him from cell phone but his call came into the TRS as a Missouri #. The doctor had to call him collect. He did not feel he had to pay for this call and thinks it's a violation of the FCC.	12/30/00	Supervisor said CA should've referred doctor to Relay Missouri to complete the call, and would let someone in management know about this but didn't think anything could be done about it since we have no control on how cell phone calls come in.
8.)	1/2/01	Customer said he ordered checks via a check company's 800 # through the Kansas Relay Center (KRC). He received wrong style of checks and spent \$40.00.	1/2/01	A manager called customer back and he read the TTY print out. Manager assured the customer the CA at KRC followed the verbatim rule as specified in the contract. Manager encouraged the customer to deal with the check company directly and use the TTY tape as proof of what he ordered. The customer said he would let the manager know what happened in a day or two. Never got further information from the customer.
9.)	1/18/01	Customer said she was talking to her pharmacist and wanted to interrupt his response because it was her call and under her control and she's known him for years. CA told her don't ever do that again. She asked CA for her CA # five times but CA refused to give it to her. CA asked her why she needed her ID #. Customer asked CA 3 more times but she refused to give it out.	1/18/01	Complaint typed up, given to manager. Manager called customer to clarify the situation. Manager apologized for the trouble. She discussed this situation with the CA, and reviewed policy on providing CA # when customers ask for it.

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		Customer then asked for supervisor, but the CA hung up on her. Customer called back in and asked that a manager call her back.		
10.)	2/11/01	Customer complained about relay being very busy and the recording was not working.	2/11/01	Advised customer she would report it to the management. Manager checked the recording system, and found it was working properly.
11.)	2/14/01	Customer on cell phone mad because we would not place his call. Said North Carolina will place call for him. Also said he would sue if we wouldn't place call and it was an emergency.	2/14/01	Explained to customer that calling from out-of-state through the KRC calls must terminate in Kansas, or be billed to a Kansas telephone number due to contract limitations. Customer was still mad when the call ended. Supervisor reported the issue to management.
12.)	3/26/01	Missouri customer had called SWBell Directory Assistance for a number, but it was a non-public Kansas number. The Directory Assistance operator tried calling a # for her thru KRC, but got no answer. Customer thought our CA would continue to call # for her. The customer had called back in wanting the same CA who helped her the 1st time. She felt the SWBell Directory Assistance operator was very rude to her, but was very grateful for all of our help. She wanted us to call Relay Missouri and have them call her back.	3/26/01	Supervisor called Relay Missouri and spoke to someone there. We explained the trouble the customer was having in getting the call placed. The person at Relay Missouri said they would contact her ASAP. Customer was satisfied & happy.
13.)	4/20/01	Customer accidentally dialed 911 in error just prior to calling the KRC. He had the CA place a long distance call for him. 911 interrupted the call to make sure there was no emergency. His complaint was that the CA should have informed him of the interruption rather than the	4/20/01	Customer was calm when he hung up after he was told we would talk with the CA. His complaint was reviewed with the CA who said the called voice party had agreed to inform the customer about 911 because he

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		person he was calling.		could not hear all of it. Manager called customer to apprise him of his finding.
14.)	4/23/01	Customer said CA made him repeat the telephone number to call because it was gibberish at the CA's end, and afterwards he was disconnected.	4/23/01	CA said television in the background at the customer's end was very loud, causing interference on the line, and garbling the number. When he finally got the number, the keyboard locked up and he had to reboot the computer, disconnecting the call.

MICHIGAN RELAY CENTER

Reporting Period

June 29 2000 - May 31, 2001

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
1	7/27/00	Customer said Rep hung up on him and did not offer to make another call.	7/27/00	Supervisor assured the customer that the Reps would be reminded to offer another call and apologized for the inconvenience.
2	8/2/00	Customer said Rep hung up on him and did not offer to make another call.	8/02/00	Supervisor assured the customer that the Rep would be talked to and apologized for the inconvenience.
3	8/6/00	Customer said Rep hung up on him and did not offer to make another call.	8/6/00	Supervisor assured the customer that the Rep would be talked to and apologized for the inconvenience.
4	9/5/00	Customer stated that Rep was very rude. He was talking to AT&T and the Rep did not ask him if he wanted another call. It was very rude.	9/5/00	We apologized for the inconvenience and customer was satisfied.
5	9/11/00	Customer made a call this morning, and the Rep reached an answering machine. The Rep didn't type what the machine said, and instead typed "Ans-Mach-Lv 30 sec msg.".	9/11/00	We apologized for the inconvenience and reinforced Reps are supposed to type what the machine says even though machine messages are often too fast. The customer was satisfied. A thank you card was sent to the customer for bringing the matter to our attention.
6	11/13/00	TTY Customer wanted to make another call, but Rep hung up on her.	11/13/00	Manager talked with Rep about this call. Rep remembered and said she hit the wrong ALT key by mistake. Manager explained that it is extremely important that she is fully focused on each and every call.
7	1/31/01	TTY caller complained that Rep did not pay attention to customer's request for another call.	1/31/01	Supervisor apologized for the inconvenience. Customer was satisfied.
8	3/1/01	Voice customer found Rep rude, disrespectful and out of bounds. Voice customer stated Rep answered some of TTY questions instead of letting the voice person respond. Voice customer told Rep not to do that. Rep argued with customer about how Rep is supposed to do her job. Customer asked to be transferred to a supervisor. was put on hold then got disconnected.	3/1/01	We apologized to the customer for any inconvenience. Manager did speak with Rep. Rep disagreed with the events described by customer and stated that they understood proper procedure. Customer was satisfied.
9	5/5/01	TTY user provided with specific information to listen for on the recording. Then, Rep refused and typed "recording too fast". Customer felt that the Rep should have made more of an effort.	5/5/01	Supervisor apologized for inconvenience. Customer was satisfied.
10	5/20/01	TTY user stated that the Rep did not type full message from an answering machine that was recorded. Rep typed "ANS MACH, LV MSG."	5/20/01	Supervisor apologized for inconvenience. Customer was satisfied.
11	5/27/01	TTY user stated that the Rep did not type the full message and did not notify the TTY user that the phone had rung. Rep told TTY customer at first there was music playing on the recording and then there was a male voice that was talking very fast and she cannot type 90 words per minute.	5/27/01	The manager called and followed up the report. Customer was satisfied.